SONY

VAIO Digital Studio™ Computer QuickStart

Welcome

Congratulations on your purchase of the Sony VAIO® computer! Your new, high-performance, multimedia computer combines state-of-the-art computer functionality with the latest audio, video and information technology features.

Features

✍ Your computer may not be equipped with all of the hardware features listed in this section. To view the specific hardware configuration for your system, see the Specifications sheet.

Giga Pocket Personal Video Recorder (for models with Giga Pocket features)

Giga Pocket™ Personal Video Recorder is an interactive collection of audio/video hardware and software. The unique and versatile Giga Pocket features provide a wide array of television and video viewing, recording, and playback capabilities.

VAIO AV applications

This suite of Sony original applications includes PictureGear™, Smart Capture, DVgate™, DigitalPrint, SonicStage™, MovieShaker™, VisualFlow™, and Media Bar™ DVD Player. These software applications make it easy to use advanced multimedia techniques to develop your personal audio and video creations. Using the i.LINK ports, you can capture, view, and share both still and video images, then catalog everything for fast, easy storage and retrieval.

DVD-RW drive (not available on all models)

This new optical storage technology provides increased storage capacity and a dynamic multimedia computing experience. Your state-of-the-art DVD-RW drive writes to DVD-R/DVD-RW and CD-R/CD-RW media, and plays your

favorite DVDs and CDs. This drive also functions as the ideal solution for making backups and archiving data, with the ability to store up to 4.7 GB of data on a single DVD-R/DVD-RW media (You can store up to 650 MB of data on a single CD-R/CD-RW media). Save movies, videos and still images to share with family and friends.

DVD-ROM drive (not available on all models)

This optical storage technology provides increased storage capacity and a rich multimedia computing experience. Your DVD-ROM drive plays both DVDs and CDs.

CD-RW drive (not available on all models)

This drive is the ideal solution for making backups and archiving data, with the ability to store up to 650 MB of removable, rewritable storage on a single rewritable CD. Save your movies to CD-R or CD-RW media and share videos and images with family and friends.

CD-ROM drive (not available on all models)

You can play your favorite audio and video CDs using this high-quality CD-ROM drive.

i.LINK (IEEE1394) interface

Two built-in i.LINK ports, located on the front and rear panels, provide you with digital connection capability. The i.LINK name and logo identify a high-speed communication interface, which allows you to easily connect compatible digital camcorders.

✍ i.LINK is a trademark of Sony used only to designate that a product contains an IEEE1394 connection. The i.LINK connection may vary, depending on the software applications, operating system and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.

VAIO Smart keyboard

This PS/2® keyboard has programmable shortcut buttons for launching your favorite programs or accessing the Internet.

Sony audio and video quality

Take advantage of today's advanced multimedia applications, games, and entertainment software with the Sony high-fidelity audio system, high-powered 3-D graphics, and "Sony-Tuned" MPEG digital video playback.

Microsoft Windows XP operating system

Your system includes this latest consumer operating system from Microsoft.

Preinstalled software

All the software on your computer is preinstalled, configured, and ready for you to use right out of the box.

Communications

You have the choice of a variety of popular online services to browse the Internet, access e-mail, send faxes, and much more.

Exceptional performance

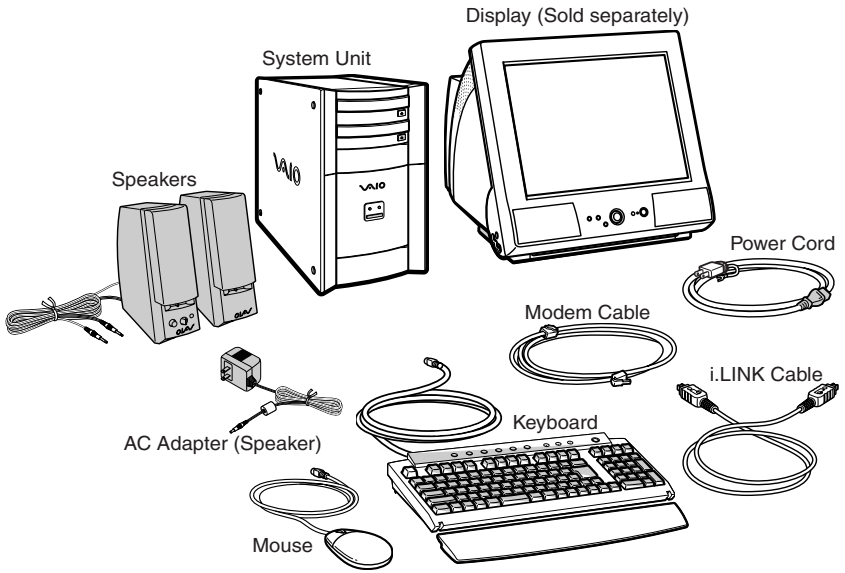
Your computer includes an Intel® processor, a 10BASE-T/100BASE-TX Fast Ethernet interface, and a V.90 compatible data/fax modem.*

* Actual upload and download speeds may vary due to line conditions, ISP support, and government regulations.

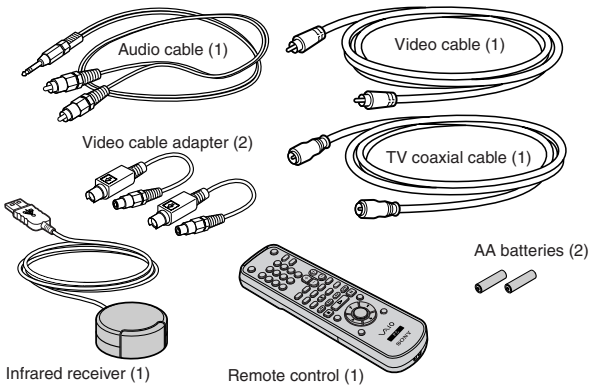
Unpacking Your Computer

Your computer may not be supplied with all of the accessories shown, depending on the system configuration you purchased. For details on the accessories supplied with your computer, see the Specifications sheet.

Computer and supplied accessories (Not available for all models)



Giga Pocket Personal Video Recorder accessories



Manuals

- ***VAIO Digital Studio™ Computer QuickStart* —** Contains information on unpacking and setting up your computer, supplementary updates, and software information.
- ***VAIO Digital Studio™ Computer User Guide* —** Contains features and specifications of your computer. It also includes information on the applications included with your system, how to contact software vendors, and solve common problems.
- ***Giga Pocket™ Personal Video Recorder Getting Started Guide* —** (For models equipped with Giga Pocket) Contains information on setting up and using the Giga Pocket Personal Video Recorder equipment and software applications.
  The Internet Electronic Program Guide (iEPG) service information describes new Sony technology that is used with the Internet, to locate, record and set up timed recordings of your favorite TV programs.
- ***Home Networking Solutions* —** (For models equipped with a HomePNA modem) Contains information on using a HomePNA modem with Sony VAIO computers.
- ***Information About DVD Recording* —** Contains information designed to help you become familiar with your DVD-RW drive and the DVD recording software applications included with your computer.
- ***Safety Information* —** Provides safety and legal information about your VAIO computer.
- ***Specifications* —** Describes the hardware and physical configurations of your VAIO computer.
- ***Microsoft® Windows® XP guide* —** Explains how to use the basic features of the latest Windows operating system.

Recovery CDs

- **System Recovery CD(s) —** Enables you to restore the software that shipped with your computer if they become corrupted or are erased. System Recovery CDs can only be used to restore the hard disk of the Sony computer you purchased.
- **Application Recovery CD(s) —** Enables you to reinstall individual applications if they become corrupted or are erased.
- **Driver Recovery CD —** Enables you to restore device drivers if they become corrupted or are erased.

Other

Packet containing special product offers.

Software Library

The Software Library contains the Microsoft software license agreement and Sony end-user license agreement.

To Choose an Ergonomic Location for Your Computer

Before you get started, find the best location for your new computer.

Planning your work space

- **Stable work surface —** Use a stable work surface large enough to support the computer and other peripheral equipment.
- **Ventilation —** Leave at least eight inches of space on the left and back sides of your computer to enable proper ventilation.
- **Placement of the keyboard, mouse, and other input devices —** Place your keyboard, mouse, and other input devices so that your arms and hands are in a relaxed, comfortable position. The keyboard should be directly in front of you. Adjust the level of the keyboard so that your lower arms are parallel to the floor. Keep your wrists in a relaxed position when you are using the keyboard—not angled up or down. Use the palmrest only briefly, for resting. While typing, never use the palmrest or rest your hands on the table. Position the mouse at the same level as the keyboard. Hold the mouse with a relaxed hand, and use your whole arm to move it. Take breaks during sessions with your computer. Excessive use of the mouse or a joystick may strain muscles or tendons.
- **Furniture and posture —** Sit in a chair with good back support and armrests. Adjust the level of the chair so your feet are flat on the floor. A footrest may make you more comfortable. Sit with relaxed, upright posture—avoid slouching forward or leaning far backward.
- **Viewing angle of the display —** Position the display 18 to 26 inches directly in front of you, with the top of the screen at or a little below eye level. Use the display's tilting feature to find the best position. You can reduce eye strain and muscle fatigue by placing the display in the proper position.
- **Lighting —** Choose a location where windows and lights do not create glare and reflection on the display. Use indirect lighting to avoid bright spots on the display. You can also purchase accessories for your display that help reduce glare. Proper lighting adds to your comfort and work effectiveness.

Setting Up Your VAIO Digital Studio Computer

Your computer has many new and exciting features. This section contains information on setting up your computer and peripheral devices.

To Set Up Your Computer

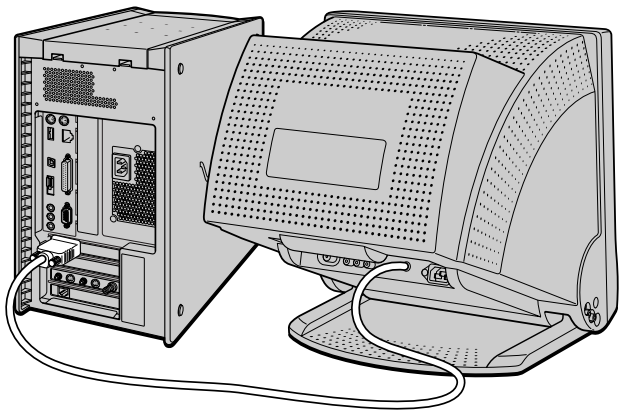
Your computer may not be equipped with the same hardware features shown in this section. See the Specifications sheet for your system's configuration.

Connecting a display (monitor)

1 Plug the display cable into the Monitor port.

2 If necessary, plug the display cable into the rear of the display.

Connecting a display (Model equipped with Giga Pocket features)

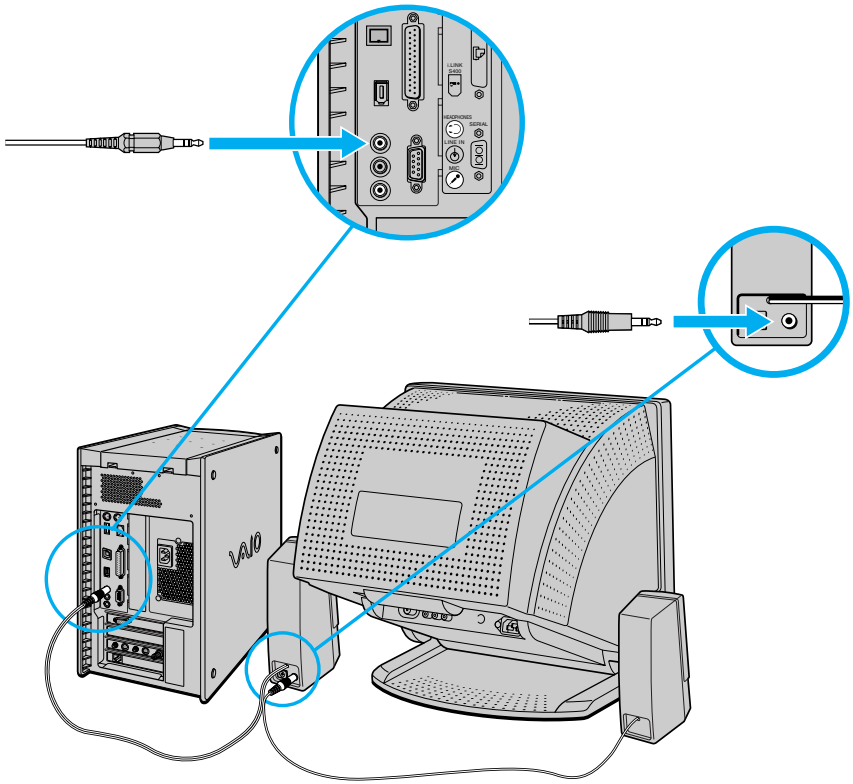


✍ Install your equipment so that you can easily reach the power outlet in the event of an emergency.

Connecting the speakers

1. Plug the cable attached to the left speaker into the L Out jack on the back of the right speaker.
2. Plug the cable attached to the right speaker into the Headphones jack.
3. Plug the jack end of the AC adapter cord into the DC In jack on the back of the right speaker and plug the other end into a grounded AC wall outlet or power strip.

Connecting the speakers (Model equipped with Giga Pocket features)

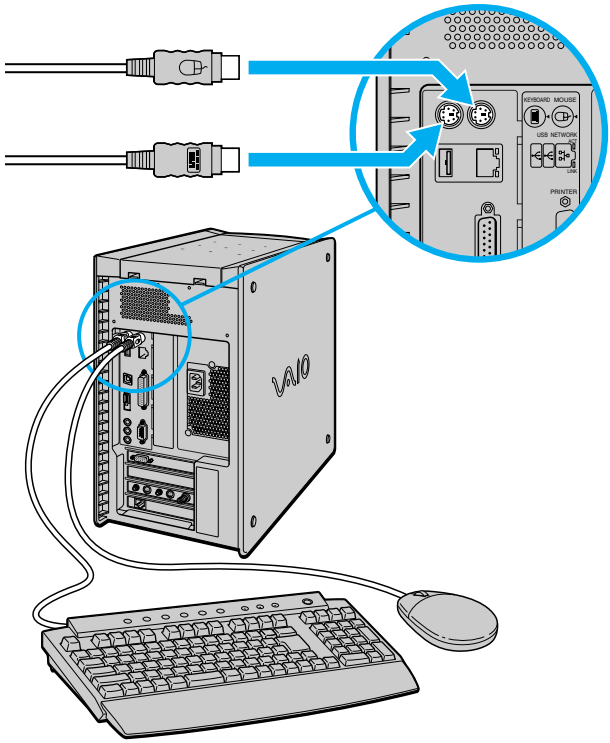


Connecting the keyboard and mouse

1 Plug the keyboard cable into the Keyboard port on the back of the computer.

2 Plug the mouse cable into the Mouse port.

Connecting the keyboard and mouse (Model equipped with Giga Pocket features)

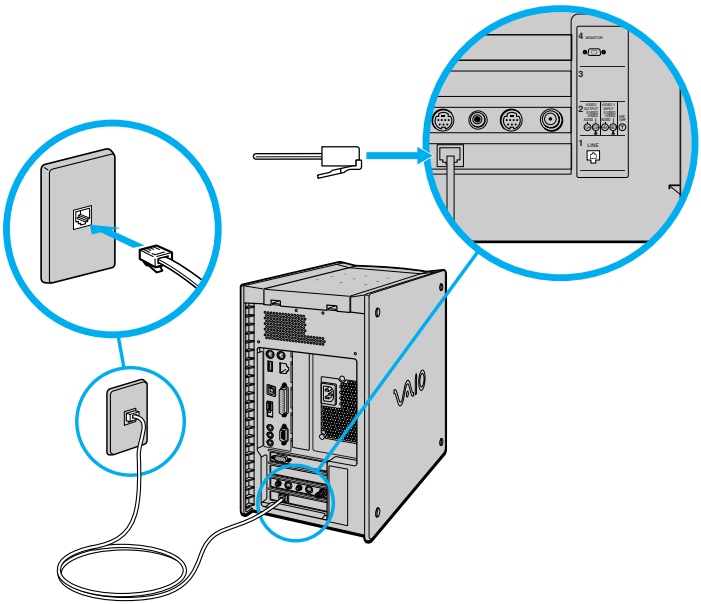


Connecting the modem cable

1 Unplug your telephone from the wall jack.

2 Plug the modem cable (supplied) into the Modem line jack on the computer, and then plug the other end of the cable into the wall jack.

Connecting the modem cable (Model equipped with Giga Pocket features)



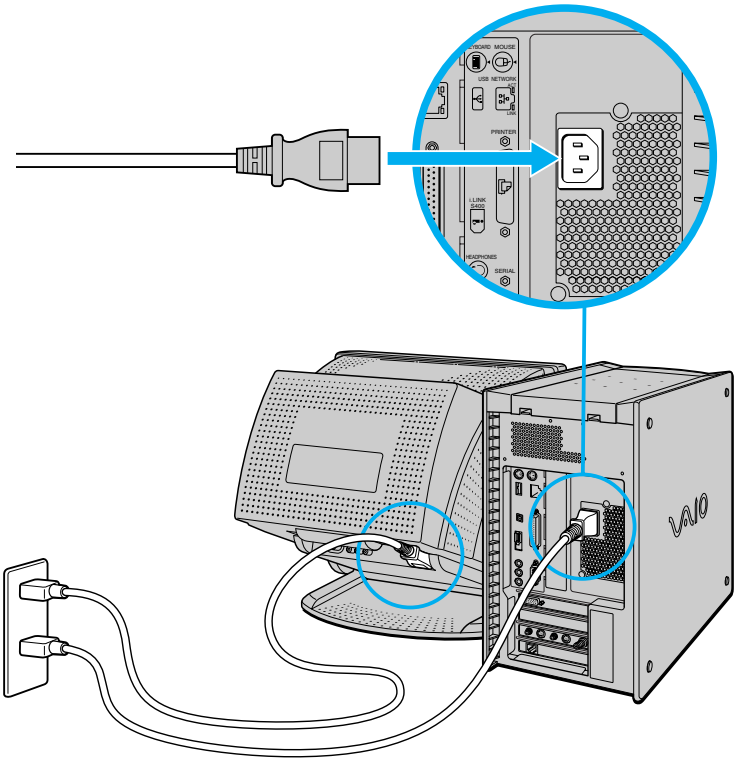
Your computer has a protective sticker covering the Ethernet port located on the rear panel. Connect only 10BASE-T and 100BASE-TX cables to the Ethernet port. Using other cables or a telephone cable may result in an electric current overload and can cause a malfunction, excessive heat or fire in the port. For help on connecting to a network, see your network administrator.

Connecting the power cords

1 Plug the power cord into the back of the computer.

2 Plug both the display and power cords into a grounded AC wall outlet or a power strip.

Connecting the power cords (Model equipped with Giga Pocket features)



To Turn on Your Computer

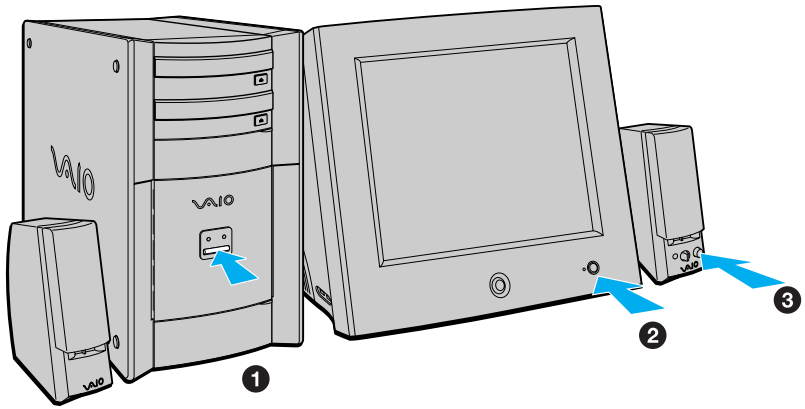
Turning on your computer

1 Press the power switch on the computer to turn on the power.

2 Press the power switch on the display to turn on the power.

3 Press the power switch on the right speaker to turn on the power.

To turn on your computer



When you start your system for the first time, your computer may detect new equipment and display a dialog box that asks you to restart your computer. Please respond to this request immediately.

To Register Your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- **Sony Customer Support —** Communicate with a Support Representative to troubleshoot problems you may be having with your computer.
- **Limited warranty —** Protect your investment. See the Warranty Card for more details.

✍ You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

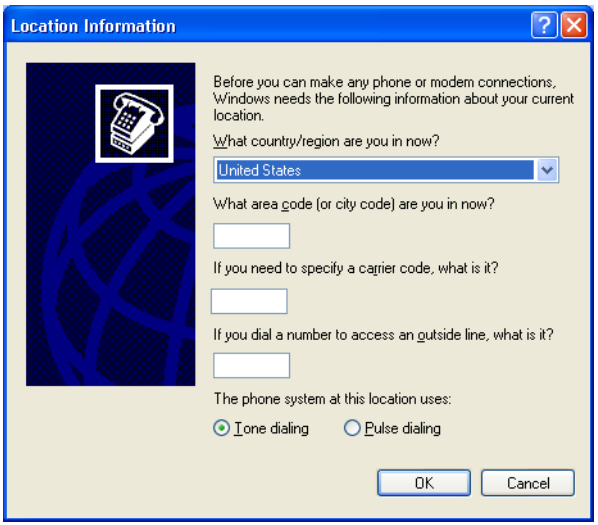
To Set Up Your Dial-up Connection

The first time you turn your computer on, follow these steps to set up your dial-up connection:

1 Click Start from the Windows taskbar and select All Programs.

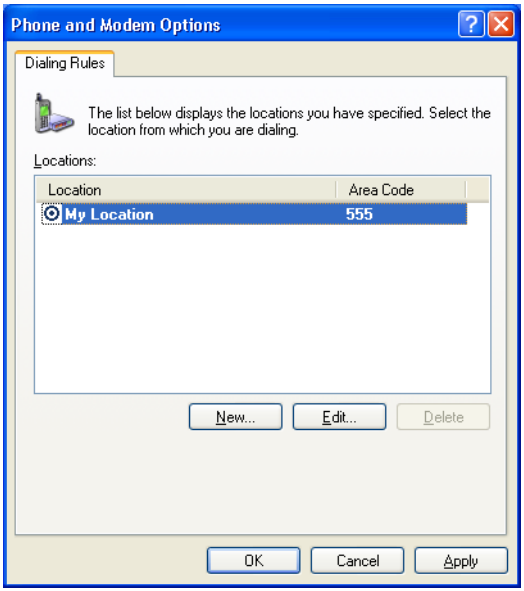
2 Point to Accessories, point to Communications, and then click New Connection Wizard. The Location Information window appears.

Location Information window


Location Information
Before you can make any phone or modem connections, Windows needs the following information about your current location.
What country/region are you in now?
United States
What area code (or city code) are you in now?
If you need to specify a carrier code, what is it?
If you dial a number to access an outside line, what is it?
The phone system at this location uses:
Tone dialing
Pulse dialing
OK
Cancel

3 Enter in your information as requested. Click OK. The Phone and Modem Options window appears.

Phone and Modem Options window



4 Click to select your dialing location and then click OK. The New Connection Wizard appears.

New Connection Wizard window

New Connection Wizard
Welcome to the New Connection Wizard
This wizard helps you:
• Connect to the Internet.
• Connect to a private network, such as your workplace network.
• Set up a home or small office network.
To continue, click Next.
< Back
Next >
Cancel

5 Follow the on-screen instructions to finish setting up your dial-up connection.

To Set Up Power Management Modes

When you plan to stop using your computer for a short period of time, you can set your system to automatically enter a power management mode. Your computer may have difficulty resuming from a power-saving mode, if the power scheme is not set up correctly.

Setting up your system's power management

Sony recommends following these steps for optimum power management:

1. Click Start in the Windows® taskbar and select Control Panel.
2. Select Performance and Maintenance. The Performance and Maintenance window appears.
3. Click Power Options. The Power Options Properties window appears.
4. Click the Hibernate tab and verify that the Enable hibernation check box is selected. Click Apply.
5. Click the Power Schemes tab. Select the Home/Office Desk power scheme.
6. In the section, "*Settings for Home/Office Desk power scheme*," use the drop-down list to set a time value for System standby or System hibernates. Do not set time values for both settings. Click Apply.
7. Click the Advanced tab. In the Power buttons section, "*When I press the power button on my computer*," use the drop-down list and select Hibernate. Click Apply.
8. Click OK.

Your computer is set to enter a power-saving mode automatically. You can resume from this mode by briefly pressing the power button on your computer.

Stand by mode indicators

You can identify power management mode the computer is in by the color of the power indicator light.

Color	Mode
Amber	Computer is in Stand by mode.
Blue	Computer is in Normal mode, ready to use.
No color	Computer is turned off or in Hibernate mode.

To Shut Down Your Computer

When you are ready to turn off your computer for an extended period of time, use this procedure.

> ⚠ **To avoid loss of data, do not use the Power switch to turn off the computer.**

Turning off your computer

1. Click Start in the Windows taskbar, then select Turn Off Computer.

   The Turn Off Computer dialog box appears.

2. Select the Turn Off option.

✍ Respond to any prompts about saving your documents.

3. Wait for your computer to turn off automatically—the power indicator light turns off.
4. Turn off any peripheral devices connected to your computer.

✍ If you plan to turn off your computer for a short period of time, you may want to use Stand by mode instead.

About the power switch

If your system stops responding, press and hold the Power switch for more than four seconds to force your system to shut down. You may need to repeat this procedure if your system does not shut down on the first attempt.

About The Software On Your Computer

Your VAIO® computer is ready to help you work, play, learn, and communicate as soon as you turn it on. This section provides an overview of the software titles preinstalled on your computer.

Overview of Software Applications

✍ Your computer may not be supplied with all of the software applications listed, depending on the system configuration you purchased.

Adobe® Acrobat Reader®
Adobe Systems Inc.
Acrobat Reader software allows you to view, navigate, and print electronic documents in Adobe's Portable Document Format (PDF), an open file format that is intended to preserve the fidelity of documents created on all major computer platforms.

Adobe® Photoshop® Elements (On selected models)
Adobe Systems Inc.
Using state-of-the-art image editing tools, you can unleash your artistic ability and create digital images for print, e-mail and posting to the Web. The versatile image capturing options allow you to start working with digital and traditional photos immediately. Explore endless creative possibilities for your personal images with Adobe Photoshop Elements.

Adobe® Premiere® LE (On selected models)
Adobe Systems Inc.
Adobe Premiere LE offers interface and editing tools for producing movies for video, multimedia, or the Web. View source clips and edited footage simultaneously on-screen. You can create your own personal video clips that are up to three hours in length, with complete audio-video synchronization.

America Online®

America Online, Inc.

America Online is a popular Internet online service. Stay in touch with family and friends with easy-to-use e-mail. Manage your personal finances, get the latest news and sports scores, and chat with thousands of others who share your interests.

ArcSoft PhotoPrinter™ 2000 Pro

ArcSoft Inc.

PhotoPrinter Pro is an easy-to-use, yet advanced printing program that lets you quickly lay out multiple images in multiple sizes on a single sheet of paper. PhotoPrinter Pro offers a wide selection of templates including landscape, portrait, free-style, mixed sizes, custom templates and more. The application includes enhancement tools and special effects for improving photos while giving you the ability to add text to any image. With PhotoPrinter 2000 Pro you can create business cards, handouts, calendars, mailing labels, and much more.

DigitalPrint

Sony Electronics Inc.

This image management software makes it fun and easy to edit, import, and organize your digital pictures in a photo album for rich digital printing to any standard color laser or inkjet printer. Digital Print can also be used to make custom CD labels for your audio CDs.

DVgate™

Sony Electronics Inc.

Connect a digital video camera recorder to the i.LINK® port and capture your own video clips and still images. You can edit clips from your video, add new clips, and combine clips into new movie segments. You can also save your images in a variety of popular file formats.

DVDit!™ for VAIO (On selected models)

Sonic Solutions

DVDit! is a new and exciting production software that is easy to use. DVDit! has easy-to-use features, that automatically convert your multimedia source files into the correct format for recording onto a DVD-R or CD-R, or a DVD folder on your system hard drive. You can combine your favorite AVI, MPEG and digital stills to create professional, high quality DVDs.

EarthLink™ Network Total Access

EarthLink Network Inc.

An Internet Service Provider that supplies access, information, and assistance to its customers, introducing them to the Internet. Member benefits include e-mail, newsgroups, a Personal Start Page, a free 6 MB Web site, a member magazine, and 24-hour technical support.

Giga Pocket™ Personal Video Recorder (On selected models)

Sony Electronics Inc.

Giga Pocket Personal Video Recorder is a unique set of hardware and software components that provide you with excellent TV viewing, recording and playback experiences. You can watch and record your favorite TV programs from your computer, create custom playlists, and play your Video Capsules on other computers. Giga Pocket enables your computer, TV, VCR, and other video player devices to work in harmony.

Media Bar™ DVD Player

Sony Electronics Inc.

Media Bar DVD Player is created especially for high-quality DVD playback. You can enjoy the superior digital video quality and the effects features. You can rewind or fast-forward scenes from the DVD Player monitor as you would with any ordinary DVD player, to easily find the scene you want to view. Typical DVD playback features are available, such as multiple angles, audio language tracks, and subtitles. Media Bar DVD Player seamlessly integrates a premium audio/visual experience with an easy-to-use software interface.

Microsoft® Internet Explorer

Microsoft Corp.

Internet Explorer delivers the World Wide Web the way you want it. It's secure, easy to use, and you can personalize how you access the Internet. Outlook Express and other features of Internet Explorer deliver a great Internet experience.

Microsoft Office XP Professional (On selected models)
Microsoft Corp.
Microsoft Office XP redefines the relationship between people and software by providing a smarter, simpler way of working. New Office XP features include context-sensitive smart tags, enhanced formatting options, and more, that enable you to continually integrate additional services into Office and access information anytime.

Microsoft Office XP Small Business Edition (On selected models)
Microsoft Corp.
With Microsoft Office XP you'll find a powerful new technology that will help you get work done more quickly by providing real-time, context-sensitive options for important actions, from formatting to error correction. Task panes consolidate important tasks into a single integrated view, enabling you to conduct searches, launch and format documents, and view the contents of your Clipboard from one location.

Microsoft® Outlook® Express
Microsoft Corp.
This messaging tool that takes your e-mail and newsgroup communications to new heights. Outlook Express is easy to set up and use, and provides you with secure, personalized, and comprehensive features that protect and enhance your online communication experience.

Microsoft® Word (On selected models)
Microsoft Corp.
Microsoft Word makes it easy to create common Web, e-mail, and print documents for use around the world. It embraces HTML as a first-class file format and extends Word's ease-of-use to the Web and e-mail. Word also extends that ease-of-use to international users, making it easy to create multilingual documents.

MovieShaker™
Sony Electronics Inc.
Sony's original MovieShaker software creates personal movies that have transitions, background music, and text. Just import your video clips and "shake" with a click of the mouse. Your personal movies are easy to create and fun to share with family and friends.

PC-Cillin® 2000

Trend Micro, Inc.

PC-Cillin provides portable, easy-to-use, real-time antivirus security at your computer's entry point (beaming, synchronization, Internet access) to defend against potential threats hidden inside files, e-mail, or on the Web.

PicoPlayer™

Sony Electronics Inc.

PicoPlayer software is a video player application that enables you to use Giga Pocket™ Personal Video Recorder functions on a computer that does not have Giga Pocket Personal Video Recorder installed. You can play Video Capsules created by Giga Pocket Personal Video Recorder. If a Giga Pocket equipped computer is available on your home network, you can use Giga Pocket Server to watch TV and use the Giga Pocket Server's TV programming and recording functions.

PictureGear™

Sony Electronics Inc.

This image management software displays images from your hard drive, a Sony digital still camera, or a Sony Mavica® camera. The images appear in a convenient light-table format, so that you can easily view the contents of an entire folder.

Quicken® 2002

Intuit Inc.

Quicken is the fastest, easiest way to organize your finances. Quicken works just like your checkbook, so it's easy to learn and use. You can even pay your bills online. Quicken manages all of your finances, bank accounts, credit cards, investments, and loans.

RealJukebox®

RealNetworks Inc.

RealJukebox is a popular digital music system that gives you the ability to easily acquire, play and manage digital music files. You can locate and download your favorite music from the Internet and organize your own personal music collection.

RealPlayer®
RealNetworks Inc.
RealPlayer is a high-quality streaming media player that supports many digital media formats. The user-friendly interface has enhanced navigation capabilities, allowing you to access and enjoy audio and video programming over the Internet. RealPlayer is your gateway to a superb Internet multimedia experience.

RecordNow™ DX (On selected models)
VERITAS Software Corp.
RecordNow is the ideal DVD-RW/CD-RW disc mastering software for all your simple recording needs. The new RecordNow DX wizard makes it easy for the novice user to start recording right away, while the more advanced user will appreciate extended features such as simultaneous recording jobs, a detailed activity log, and the ability to customize drive settings.

Simple DVD Maker (On selected models)
Sony Electronics Inc.
Simple DVD Maker software enables you to write Giga Pocket™ Video Capsules and video Playlists to DVD-R/DVD-RW media, using DVD video format. The DVDs that you create can be played back with compatible DVD players and computers that have compatible DVD drives.

Smart Capture
Sony Electronics Inc.
Smart Capture is a fun new way to send multimedia messages via e-mail. Smart Capture manages the i.LINK connection between your notebook and a Sony Digital Handycam Camcorder that supports the i.LINK interface. It allows you to capture compressed video or still images and save them to your hard disk drive or share via e-mail. A smart solution for computer, digital audio/video and network convergence.

SonicStage™ (On selected models)
Sony Electronics Inc.
This new jukebox application adds a host of new features to its predecessor, OpenMG™ Jukebox. Continuing to take advantage of Sony's copyright-protected ATRAC3™ format for high-quality digital audio storage, SonicStage sports a new Music Visualizer, a sleek new player skin design, audio CD burning capability, and a parametric equalizer for fine-tuning audio playback.

SonicStage™ Premium (On selected models)
Sony Electronics Inc.
SonicStage Premium software is a special jukebox application that supports high quality digital audio playback and recording from the NetMD™, FM Tuner, and DVD-RW devices in your VAIO® MX Desktop PC. Recording from external analog and digital audio devices, such as CD players and MiniDisc players, is also supported. SonicStage Premium software includes several standard jukebox features, including a music visualizer, audio CD burning capability, and a parametric equalizer for fine-tuning audio playback.

Sony on Yahoo!
Yahoo! Inc.
Personalize your own web portal with Sony on Yahoo! Get a free webmail account, customized news and local weather reports, comics, and more.

VAIO Action Setup
Sony Electronics Inc.
VAIO Action Setup manages the settings for your computer's Shortcut keys.

VisualFlow™
Sony Electronics Inc.
VisualFlow software is a state-of-the-art Sony multimedia browser designed specifically for Memory Stick® media. It displays any still picture, movie or sound file stored in a Memory Stick media in a visually pleasing, artistic manner. VisualFlow software not only plays a selected movie or sound file, but also enables playback of files by other applications like PictureGear™, Memory Stick Slideshow and Windows® Explorer.

WordPerfect®
Corel Corp.
WordPerfect is the word processor component of the WordPerfect Office suite. Create professional-looking documents, such as newsletters, reports and brochures with this robust word processing application, adding graphics, charts and tables with ease. Features such as RealTime Preview enable you to preview formatting before applying it to your documents, and Reveal Codes increases the control you have over your document structure.

For Answers to Your Software Questions

This section provides support information for your computer's preinstalled software applications. Check this support listing to locate information from the Internet, by e-mail, or by telephone.

✍ Your computer may not be supplied with all of the software applications listed, depending on the system configuration you purchased.

Support for preinstalled software

Adobe® Acrobat Reader®, Photoshop® Elements, Premiere® LE (On selected models) (Adobe Systems Inc.)

Web site	http://www.adobe.com
phone	206-675-6126 (fee-based support)
fax	206-628-5737
e-mail	techdocs@adobe.com
hours	M - F, 6 AM - 5 PM PST

America Online® (America Online, Inc.)

Web site	http://www.aol.com
phone	800-827-6364
hours	7 days a week, 24 hours a day

ArcSoft PhotoPrinter® 2000 Pro (ArcSoft, Inc.)

Web site	http://www.arcsoft.com
phone	510-440-9901
e-mail	support@arcsoft.com
hours	M - F, 8:30 AM - 5:30 PM PST

DVDit!™ for VAIO (On selected models) (Sonic Solutions)

Web site	http://www.dvdit.com
Online Support	http://www.dvdit.com/support
phone	877-DVD-1124*
e-mail	support@dvdit.com
hours	M - F, 9 AM - 6 PM PST

* Telephone support is fee-based per incident and available only within the U.S. and Canada. Online support is free of charge.

EarthLink™ Network Total Access (EarthLink Network Inc.)

Web site	http://help.earthlink.net/techsupport
phone	800-395-8410
e-mail	support@earthlink.net
hours	7 days a week, 24 hours a day

Microsoft® Windows® XP operating system, Internet Explorer, Office XP Professional (On selected models), Office XP Small Business Edition (On selected models), Outlook® Express, Word (On selected models) (Microsoft Corporation)

Web site	http://www.sony.com/pcsupport
phone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin
phone	949-387-7800; 900-820-8324*
e-mail	support@trendmicro.com
hours	M - F, 8AM - 5PM PST

* Support from 949-987-7800 is free of charge. Support from 900-820-8324 is fee-based.

Quicken® 2002 Basic (Intuit, Inc.)

Web site and online support	http://www.intuit.com/support
phone	900-555-4688
hours	7 days a week, 24 hours a day

RealPlayer®, RealJukebox (RealNetworks, Inc.)

Web site	http://service.real.com/rjoptions.html
e-mail	http://service.real.com/help/call.html

RecordNow™ DX (VERITAS Software Corp.)

Web site	http://support.veritas.com
phone	800-326-9551*

* Telephone support is provided by Sony.

Sony Applications (Sony Electronics Inc.)

Web site and online support	http://www.sony.com/pcsupport
phone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

WordPerfect® (Corel Corporation)

Web site	http://www.corel.com/support/product_specific/wp10.htm
phone	613-274-0500*
hours	M - F, 8:30 AM - 7:30 PM EST

* Support from 613-274-0500 is fee-based. The online support is free of charge.

Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972). This service is free of charge for 90 days after the original date of purchase.

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